

FIG. 2

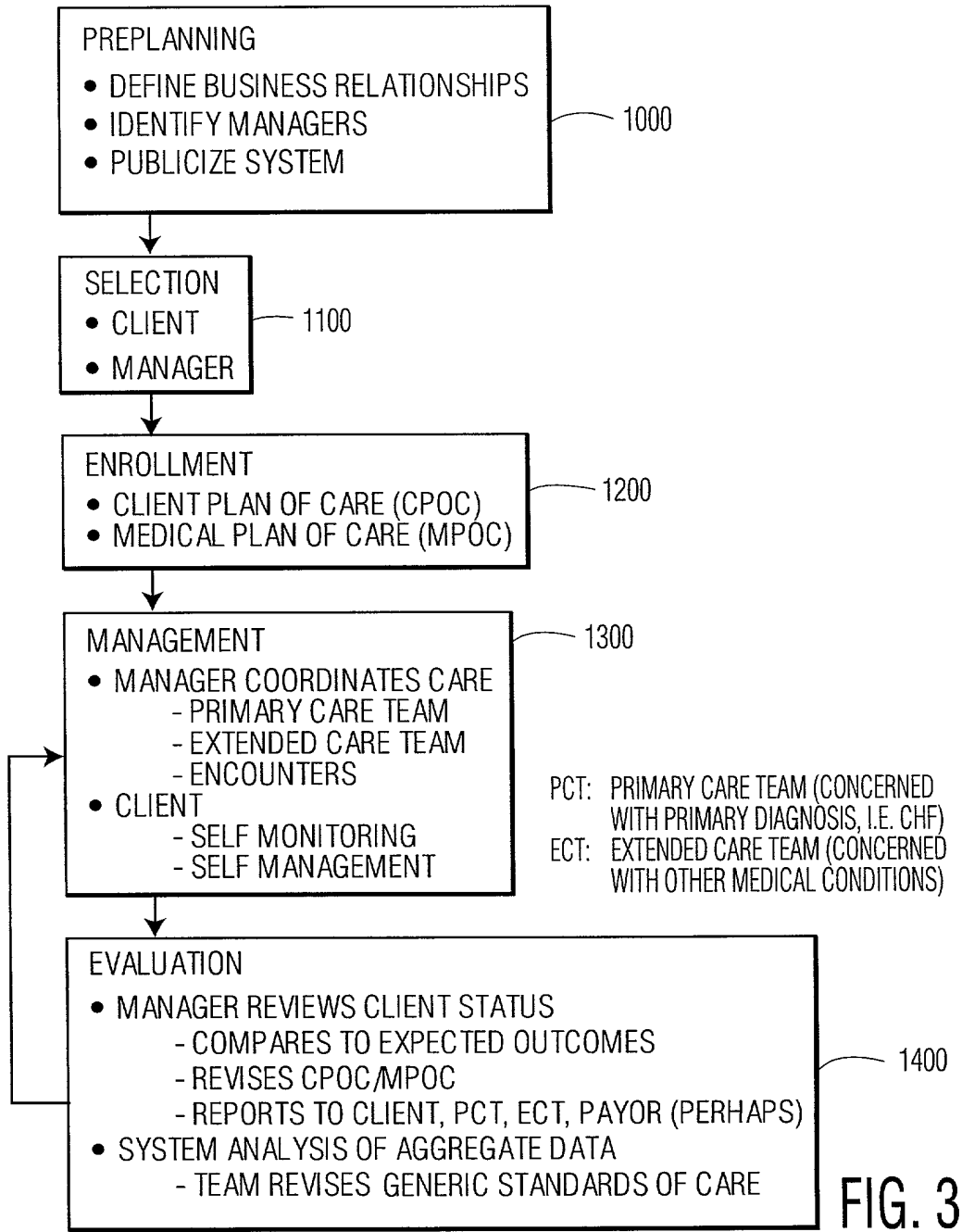


FIG. 3

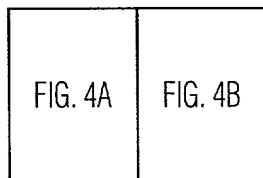
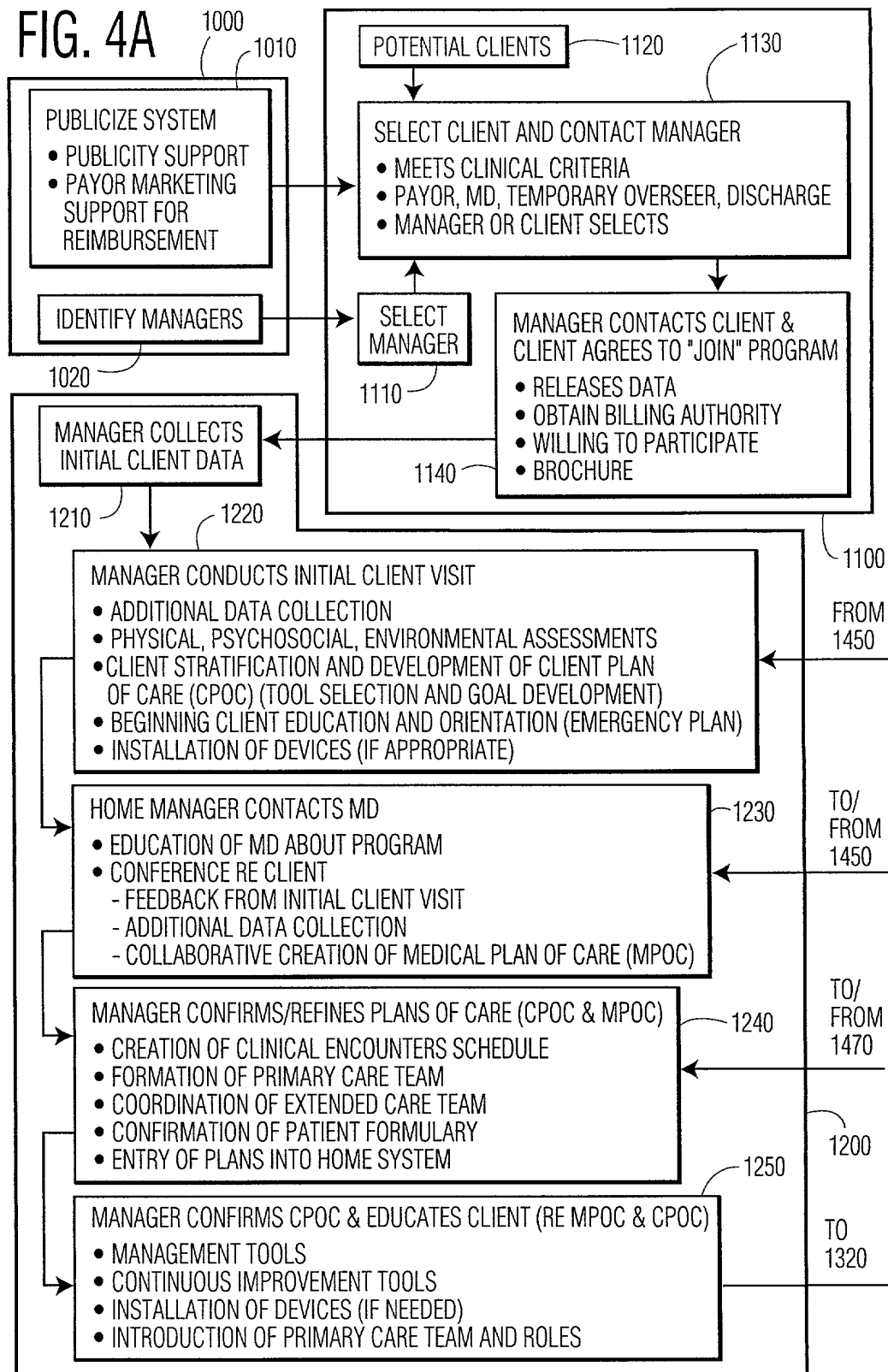
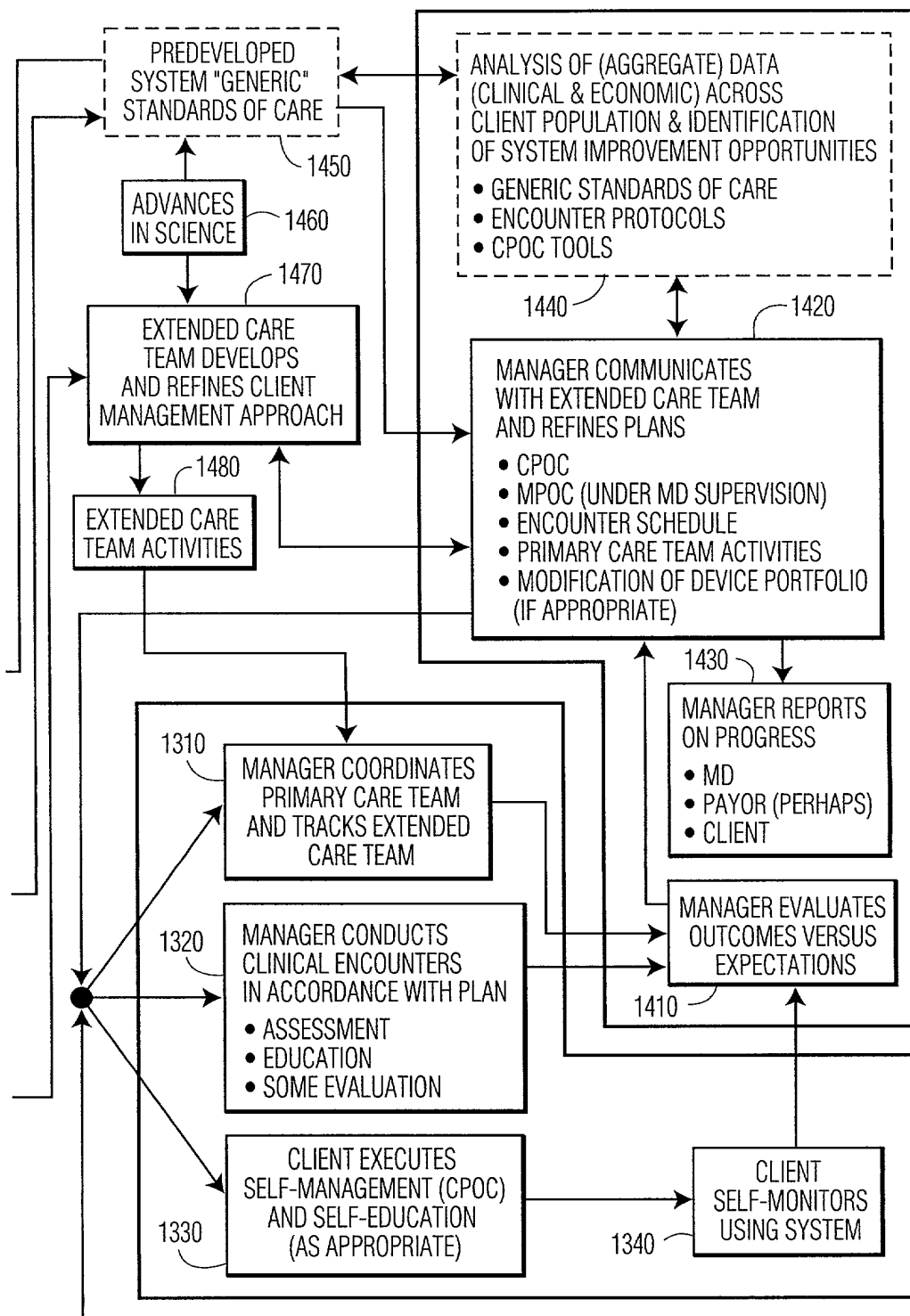


FIG. 4





ROLES AND RESPONSIBILITIES						
CARE STEPS	CLIENT	PHYSICIAN	PAYOR	MANAGER	PRIMARY CARE TEAM	EXTENDED CARE TEAM
PRE-PLANNING						
i. PUBLICIZE SYSTEM						
ii. IDENTIFY POTENTIAL CLIENTS			RECEIVES INFORMATION REGARDING THE PROGRAM AND NEGOTIATES WITH REGIONAL CUSTOMER.			

PRIMARY CARE TEAM (PCT)  
EXTENDED CARE TEAM (ECT)  
MEDICAL PLAN OF CARE (MPOC)  
CLIENT PLAN OF CARE (CPOC)

HEALTH CARE PROFESSIONALS DEALING WITH PRIMARY DIAGNOSIS.  
HEALTH CARE PROFESSIONALS DEALING WITH COMORBIDITIES.  
PLAN OF CARE ACT BY THE PHYSICIAN.  
PLAN OF CARE COLLABORATIVELY SET BY NURSE, CLIENT & PCT TO INTEGRATE MPOC INTO LIFESTYLE.

FIG. 5

FIG. 6A
FIG. 6B

FIG. 6

FIG. 7A
FIG. 7B
FIG. 7C

FIG. 7

FIG. 8A
FIG. 8B

FIG. 8

FIG. 9A
FIG. 9B

FIG. 9

ROLES AND RESPONSIBILITIES						
CARE STEPS	CLIENT	PHYSICIAN	PAYOR	MANAGER	PRIMARY CARE TEAM	EXTENDED CARE TEAM
SELECTING						
1. SELECT CLIENT FOR PROGRAM	♥ MAY INQUIRE OF MANAGER REGARDING PROGRAM PARTICIPATION.	♥ USES "INCLUSION AND EXCLUSION"* CRITERIA TO EVALUATE CLIENT FOR PROGRAM. ♥ CALLS WITH CLIENT RECOMMENDATION.	♥ USES "INCLUSION AND EXCLUSION"* CRITERIA TO EVALUATE CLIENT FOR PROGRAM. ♥ CALLS WITH CLIENT RECOMMENDATION. ♥ COORDINATE WITH HOSPITAL DISCHARGE PLANNERS	♥ RECEIVES CLIENT RECOMMENDATION		
2. MANAGER CONTACTS CLIENT, AND CLIENT AGREES TO JOIN PROGRAM	♥ RECEIVE CALL FROM MANAGER AND VERBALLY AGREE TO PARTICIPATE IN THE PROGRAM. ♥ SCHEDULE DATE FOR VISIT WITH MANAGER.	♥ RECEIVE NOTIFICATION OF CLIENT AGREEMENT TO PARTICIPATE IN PROGRAM.	♥ RECEIVE NOTIFICATION OF CLIENT AGREEMENT TO PARTICIPATE IN THE PROGRAM.	♥ CONTACT REFERRED CLIENT, ♥ DESCRIBE PROGRAM ♥ ELICIT VERBAL AGREEMENT TO PARTICIPATE.		♥ LISTS ALL CLIENTS SELECTED AS POTENTIAL CLIENTS. ♥ LISTS CLIENTS WHO AGREE TO PARTICIPATE. ♥ LISTS CLIENTS WHO DO NOT AGREE TO PARTICIPATE.

FIG. 6A



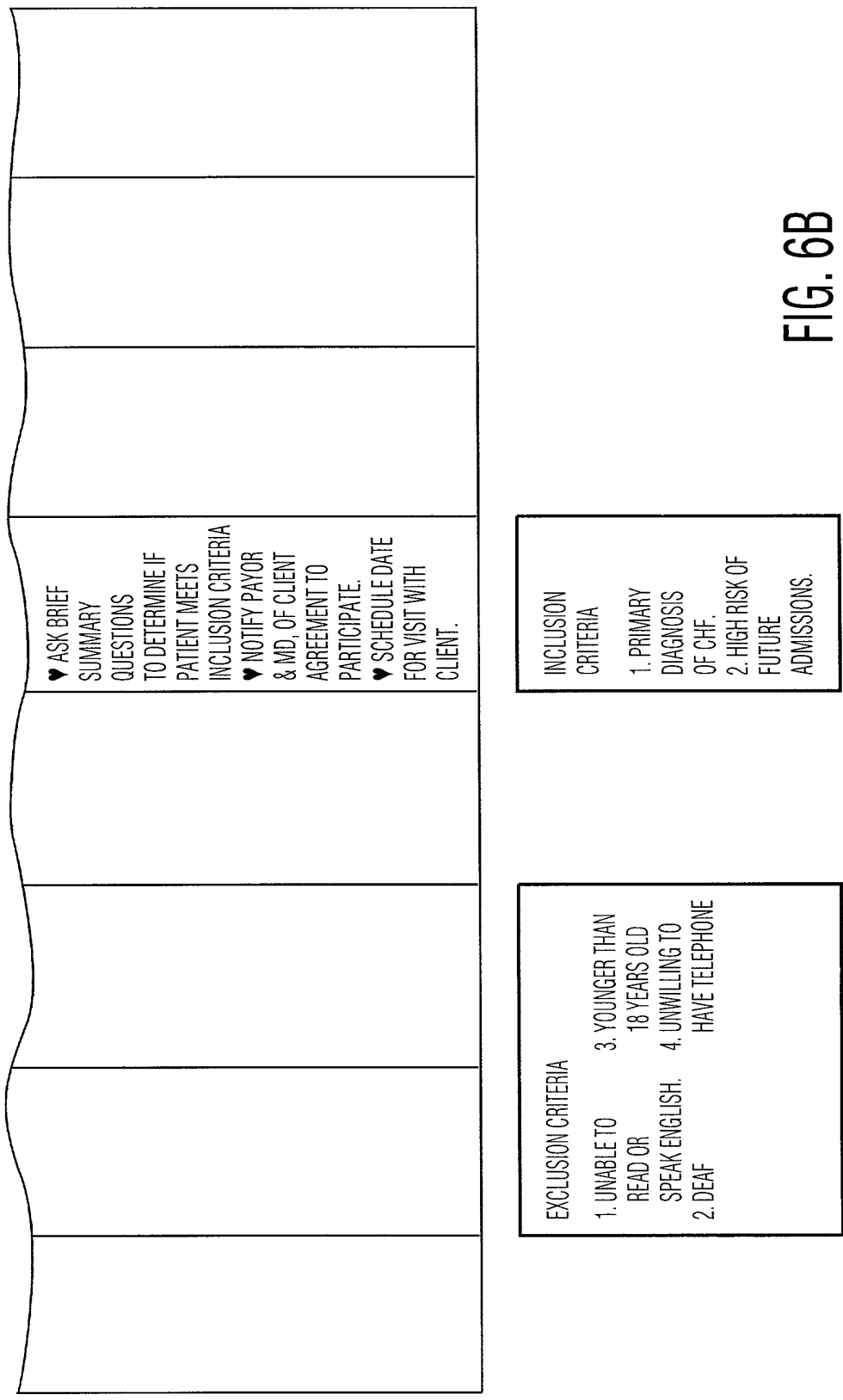


FIG. 6B

ROLES AND RESPONSIBILITIES						
CARE STEPS	CLIENT	PHYSICIAN	PAYOR	MANAGER	PRIMARY CARE TEAM	EXTENDED CARE TEAM
3. MANAGER COLLECTS INITIAL CLIENT DATA	♥ SHARES INFORMATION REQUIRED FOR INITIAL ENROLLMENT			♥ COLLECTS DEMOGRAPHIC DATA FOR ENROLLMENT. ♥ ENTERS INITIAL DATA INTO SYSTEM		♥ RECEIVES INITIAL DATA ENTRY FOR ENROLLMENT/
4. MANAGER CONDUCTS CLIENT VISIT	♥ STAYS FOR MANAGER VISIT ♥ PARTICIPATES IN VISIT BY SHARING ACCURATE INFORMATION			♥ RECEIVES CLIENT SIGNATURES ON: -AGREEMENT TO PARTICIPATE -MEDICAL INFORMATION RELEASE -BILL OF RIGHTS ♥ CONDUCTS CLIENT INTERVIEW: -MEDICALRx PHYSICAL, PSYCHOSOCIAL, ENVIRONMENTAL, RISK FACTOR ASSESSMENT -SF 36 ♥ SETS & INSTRUCTS EMERGENCY PLAN ♥ ORIENTS CLIENT TO SYSTEM. ♥ INSTALLS DEVICES AS NEEDED.		♥ RECEIVES ACKNOWLEDGEMENT OF -AGREEMENT TO PARTICIPATE -MEDICAL INFORMATION RELEASE -BILL OF RIGHTS ♥ RECEIVES HISTORY, ASSESSMENT AND SURVEY DATA. ♥ RECEIVES EMERGENCY PLAN ♥ ACKNOWLEDGES LINK WITH CLIENT INTERACTIVE DEVICES, eg. BP, SCALE, ECG

FIG. 7A

5. MANAGER CONTACTS MD					<ul style="list-style-type: none"> <li>♥ RECEIVES CALL FROM MANAGER</li> <li>♥ SHARES IMPORTANT INFORMATION RE: CLIENT</li> </ul>	<ul style="list-style-type: none"> <li>♥ CONTACTS PRIMARY AND EXTENDED CARE MD's REGARDING CLIENT CARE</li> <li>♥ EDUCATES MD REGARDING PROGRAM AS NEEDED</li> <li>♥ CONFERENCES WITH MD RE: -INITIAL ASSESSMENT DATA -RESULTS OF DATA COLLECTION TOOLS</li> <li>-INITIAL PHYSICIAN-SET MPOC</li> <li>♥ ENTERS MPOC, ASSESSMENT DATA &amp; DATA COLLECTION RESULTS INTO SYSTEM</li> </ul>	<ul style="list-style-type: none"> <li>♥ RECEIVES CALL REGARDING CLIENT</li> <li>♥ SHARES MPOC REGARDING COMORBIDITIES WITH MANAGER</li> </ul>	<ul style="list-style-type: none"> <li>♥ RECEIVES ENTRY OF MPOC, ASSESSMENT DATA, AND DATA COLLECTION RESULTS.</li> <li>♥ PLACES INFORMATION INTO APPROPRIATE FORMAT</li> </ul>	

FIG. 7B

6. MANAGER CONFIRMS AND REFINES PLANS OF CARE (CPOC AND MPOC)	♥ RECEIVES MPOC FROM MANAGER AND SIGNS CONFIRMATION. COMMUNICATES ANY DISCREPANCIES	♥ BASED UPON INITIAL ASSESSMENT DATA, DATA COLLECTION RESULTS AND MPOC'S FOR HEART FAILURE AND COMORBIDITIES, THE MANAGER: -FORMS THE PRIMARY CARE TEAM -CREATES THE CLINICAL ENCOUNTER SCHEDULE -COORDINATION WITH EXTENDED CARE TEAM -CONFIRMATION OF PATIENT FORMULARY -DEVELOPS INITIAL CLIENT PLAN OF CARE ♥ ENTER CPOC INTO SYSTEM ♥ SEND MPOC AND CPOC TO MD FOR CONFIRMATION				♥ RECEIVES COMPLETED ENCOUNTER SCHEDULE ♥ CONFIRMS PATIENT FORMULARY WITH THE MANAGER ♥ RECEIVES MPOC AND CPOC FROM MANAGER ♥ SENDS ENCOUNTER SCHEDULE TO CLIENT'S WEB TV
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FIG. 7C

ROLES AND RESPONSIBILITIES						
CARE STEPS	CLIENT	PHYSICIAN	PAYOR	MANAGER	PRIMARY CARE TEAM	EXTENDED CARE TEAM
7A. MANAGER COORDINATES PRIMARY CARE TEAM AND TRACKS EXTENDED CARE TEAM	<ul style="list-style-type: none"> <li>♥ PARTICIPATES IN PRIMARY CARE TEAM CONFERENCES AS APPROPRIATE.</li> </ul>	<ul style="list-style-type: none"> <li>♥ NOTIFIED OF PRIMARY CARE TEAM CONFERENCES.</li> <li>♥ PARTICIPATES IN TEAM CONFERENCES AS ABLE, COMMUNICATES CONCERNS TO MANAGER.</li> </ul>		<ul style="list-style-type: none"> <li>♥ COORDINATES CONFERENCES WITH THE PRIMARY CARE TEAM REGARDING THE CLIENT'S CPOC.</li> <li>♥ TRACKS CHANGES IN MPOC'S SET BY EXTENDED CARE TEAM MEMBERS, COMMUNICATES CHANGES TO PRIMARY CARE TEAM.</li> <li>♥ CONFIRMS CHANGES ARE ADDRESSED WITH THE CLIENT AND ENTERED PROPERLY INTO THE SYSTEM</li> </ul>	<ul style="list-style-type: none"> <li>♥ PARTICIPATES IN REGULAR TEAM CONFERENCES ABOUT CLIENT'S CPOC &amp; MPOC.</li> <li>♥ ADVISE REGARDING BEST CPOC FOR CLIENT.</li> <li>♥ CONTACT CLIENT AS NEEDED REGARDING MANAGEMENT ISSUES.</li> <li>-NUTRITION</li> <li>-MEDICATIONS</li> <li>-ACTIVITY</li> <li>-FINANCES</li> <li>-STRESS</li> </ul>	<ul style="list-style-type: none"> <li>♥ UPDATE MANAGER REGARDING CHANGES IN CLIENT MPOC CONCERNING COMORBIDITIES.</li> </ul>
7B. MANAGER CONDUCTS CLINICAL ENCOUNTERS IN ACCORDANCE WITH PLAN	<ul style="list-style-type: none"> <li>♥ PREPARES FOR REGULARLY SCHEDULED ENCOUNTERS WITH MANAGER.</li> <li>♥ PARTICIPATES IN REGULARLY SCHEDULED ENCOUNTERS WITH MANAGER.</li> </ul>			<ul style="list-style-type: none"> <li>♥ FOLLOWS CLINICAL ENCOUNTER SCHEDULE AND SCRIPTS.</li> <li>♥ ASSESSES CLIENT PHYSICAL, AND PSYCHOSOCIAL RESPONSE</li> </ul>		<ul style="list-style-type: none"> <li>♥ RECEIVE INFORMATION RECORDED DURING TEAM CONFERENCES.</li> <li>♥ RECEIVE DATA FOR UPDATED CPOC AND MPOC</li> <li>♥ RECOGNIZE PRIMARY CARE TEAM MEMBERS AND RECEIVE DATA SPECIFIC TO THEIR PROPOSED INTERVENTIONS, EG. DIET, EXERCISE PLAN, MEDICATION INTERACTIONS, OR CONTRAINDICATIONS, FINANCIAL PLANS.</li> </ul>

FIG. 8A

7C. CLIENT EXECUTES SELF-MANAGEMENT AND SELF-EDUCATION	<ul style="list-style-type: none"> <li>♥ INTEGRATES MPOC AND CPOC INTO LIFESTYLE CONSISTENTLY</li> <li>♥ EXPLORES AND FOLLOWS SELF-EDUCATION MODULES</li> <li>♥ ASKS QUESTIONS DURING REGULARLY SCHEDULED ENCOUNTERS</li> </ul>		<ul style="list-style-type: none"> <li>♥ TRACKS CLIENT RESPONSES TO SELF-EDUCATION MODULES.</li> <li>♥ ASSESSES FOR CONSISTENT INTEGRATION OF CPOC &amp; MPOC INTO LIFESTYLE</li> <li>♥ ANSWERS QUESTIONS DURING ENCOUNTERS, IF UNABLE TO ANSWER A QUESTION, REFER TO THE APPROPRIATE TEAM MEMBER.</li> <li>♥ RESPONDS AS NEEDED TO "EMERGENT", "URGENT", OR SYMPTOMS "OF CONCERN"</li> </ul>	<ul style="list-style-type: none"> <li>♥ ANSWERS QUESTIONS THE MANAGER IS UNABLE TO ANSWER. RESPOND TO CLIENT IN AN EFFICIENT AND EFFECTIVE MANNER.</li> </ul>	<ul style="list-style-type: none"> <li>♥ ANSWER CLIENT QUESTIONS AS APPROPRIATE, RESPONDING IN AN EFFECTIVE AND EFFICIENT MANNER.</li> </ul>	<ul style="list-style-type: none"> <li>♥ TRACKS ONGOING CLIENT UTILIZATION OF SELF-EDUCATION MODULES.</li> <li>♥ NOTIFIES MANAGER OF CLIENT QUESTIONS.</li> <li>♥ ALERTS MANAGER OF "EMERGENT", "URGENT", OR SYMPTOMS "OF CONCERN".</li> </ul>
8. CLIENT SELF-MONITORS USING SYSTEM	<ul style="list-style-type: none"> <li>♥ INPUTS DAILY WEIGHT AND BLOOD PRESSURE MEASUREMENTS, INTO SYSTEM.</li> <li>♥ INPUTS ADDITIONAL PHYSIOLOGICAL DATA PER MPOC, GLUCOSE, ECG</li> <li>♥ LEARNS WHICH VALUES ARE NORMAL AND THOSE OUTSIDE DESIRED LIMITS.</li> <li>♥ COMPLETE DATA SURVEYS; SF-36, FOOD DIARY AS NEEDED</li> </ul>	<ul style="list-style-type: none"> <li>♥ RESPONDS TO MANAGER IN AN EFFICIENT AND EFFECTIVE MANNER REGARDING PHYSIOLOGICAL PARAMETERS OUTSIDE DESIRED LIMITS, AS NEEDED</li> </ul>	<ul style="list-style-type: none"> <li>♥ TRACKS PHYSIOLOGICAL DATA FROM CLIENT AND RESPONDS TO VALUES OUTSIDE NORMAL LIMITS.</li> <li>♥ CONTACTS MD AS APPROPRIATE WITH VALUES OUTSIDE NORMAL LIMITS</li> <li>♥ TRACKS SURVEY DATA; SF-36, FOOD DIARY, STRESS AUDIT</li> </ul>			<ul style="list-style-type: none"> <li>♥ RECEIVES DAILY INPUT OF PHYSIOLOGICAL DATA</li> <li>♥ USING PRESET PARAMETERS, DETERMINE IF DATA IS OUTSIDE VALUE LIMITS.</li> <li>♥ NOTIFIES MANAGER OF VALUES OUTSIDE PRESET PARAMETERS.</li> <li>♥ RECEIVES SURVEY DATA, SF-36, FOOD DIARY, STRESS AUDIT, ETC.</li> <li>♥ TRACKS CONSISTENT INPUT OF SURVEY DATA WITH SCHEDULE.</li> </ul>

FIG. 8B

ROLES AND RESPONSIBILITIES						
CARE STEPS	CLIENT	PHYSICIAN	PAYOR	MANAGER	PRIMARY CARE TEAM	EXTENDED CARE TEAM
EVALUATION						
9. MANAGER EVALUATES OUTCOMES VERSUS EXPECTATIONS	♥ LEARNS ONGOING EVALUATION OF PERSONAL RESPONSE AND OUTCOMES TO MPOC AND CPOC			♥ REVIEWS CLIENT DATA REGULARLY ♥ EVALUATES WHETHER DATA IS CONSISTENT WITH EXPECTED OUTCOMES ♥ COMMUNICATES WITH CLIENT REGARDING INCONSISTENT OUTCOMES		
10. ANALYSIS OF AGGREGATE, CLINICAL AND ECONOMIC DATA ACROSS CLIENT POPULATIONS IDENTIFY SYSTEM IMPROVEMENT OPPORTUNITIES				♥ EVALUATES AGGREGATE CLINICAL AND ECONOMIC DATA WITH: -STANDARDS OF CARE -ENCOUNTER PROTOCOLS -CPOC TOOLS ♥ SUGGESTS POTENTIAL SYSTEM AND CARE IMPROVEMENT OPPORTUNITIES	♥ EVALUATES AGGREGATE DATA: CLINICAL, & ECONOMIC ♥ SUGGESTS POTENTIAL SYSTEM AND CARE IMPROVEMENT OPPORTUNITIES	♥ SENDS AGGREGATE DATA TO MANAGER AND DESIGNATED PRIMARY CARE TEAM MEMBERS ♥ SUPPORTS ADDITIONAL DATA PROCESS ANALYSES

FIG. 9A

11. MANAGER COMMUNICATES WITH PRIMARY AND EXTENDED CARE TEAM RE CLIENT OUTCOMES AND REFINES PLANS	♥ LEARNS ONGOING EVALUATION OF PERSONAL RESPONSE AND OUTCOMES TO MPOC AND CPOC	♥ RECEIVES CALL FROM MANAGER REGARDING CLIENT OUTCOMES ♥ MODIFIES MPOC AS NEEDED		♥ COORDINATES PRIMARY CARE TEAM CONFERENCE REGARDING PATIENT OUTCOMES ♥ COMMUNICATES CLIENT OUTCOMES TO MD ♥ COLLABORATES ON PLAN (CPOC AND MPOC) REFINEMENT ♥ COMMUNICATES WITH EXTENDED CARE TEAM REGARDING PERTINENT CLIENT OUTCOMES AND COLLABORATES ON PLAN REFINEMENT IF APPROPRIATE	♥ PARTICIPATES IN CONFERENCE/REVIEW OF CLIENT OUTCOMES ♥ COLLABORATES IN CPOC MODIFICATION	♥ RECEIVES CALL FROM MANAGER REGARDING PERTINENT CLIENT OUTCOMES AND REFINES MPOC AS NEEDED.	♥ DOCUMENTS ALL CLIENT SPECIFIC COMMUNICATIONS ♥ RECEIVES MPOC AND CPOC REFINEMENTS FROM MANAGER
12. MANAGER REPORTS ON CLIENT PROGRESS ↓	♥ RECEIVES CLIENT OUTCOMES REPORT FROM SYSTEM	♥ RECEIVES CLIENT OUTCOMES REPORT FROM SYSTEM	♥ RECEIVES MEMBER'S AGGREGATE REPORT	♥ INITIATES OUTCOMES REPORT CREATION AND SENDS TO: CLIENT, MD, PRIMARY CARE TEAM AND PAYOR	♥ RECEIVES CLIENT OUTCOMES REPORT		♥ REMINDS MANAGER WHEN OUTCOME'S REPORTS ARE DUE. ♥ CREATES OUTCOME REPORTS PER MANAGER'S REQUEST.
6. MANAGER CONFIRMS REFINED PLANS AND EDUCATES THE CLIENT	♥ RECEIVES NEW INSTRUCTION ON REFINED MPOC AND CPOC	♥ CONFIRMS REFINED MPOC.		♥ CONFIRMS AND COMMUNICATES REFINED MPOC AND CPOC TO CLIENT, MD, PRIMARY CARE TEAM AND EXTENDED CARE TEAM	♥ RECEIVES REFINED MPOC AND CPOC	♥ CONFIRMS REFINED MPOC	♥ RECEIVES ENTRY OF REFINED MPOC AND CPOC INTO SYSTEM

FIG. 9B



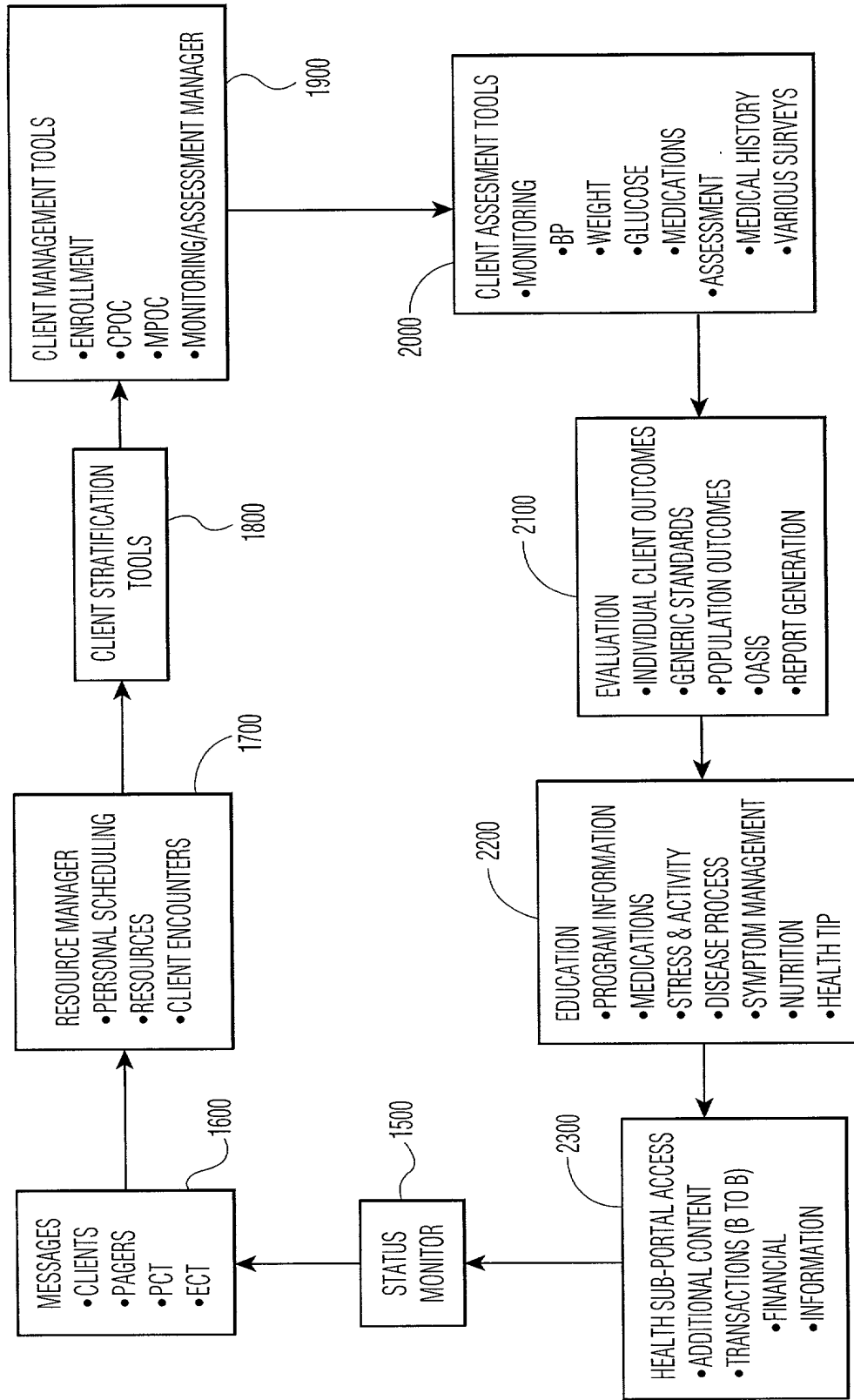


FIG. 10

FIG. 11A	FIG. 11B	FIG. 11C
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FIG. 11

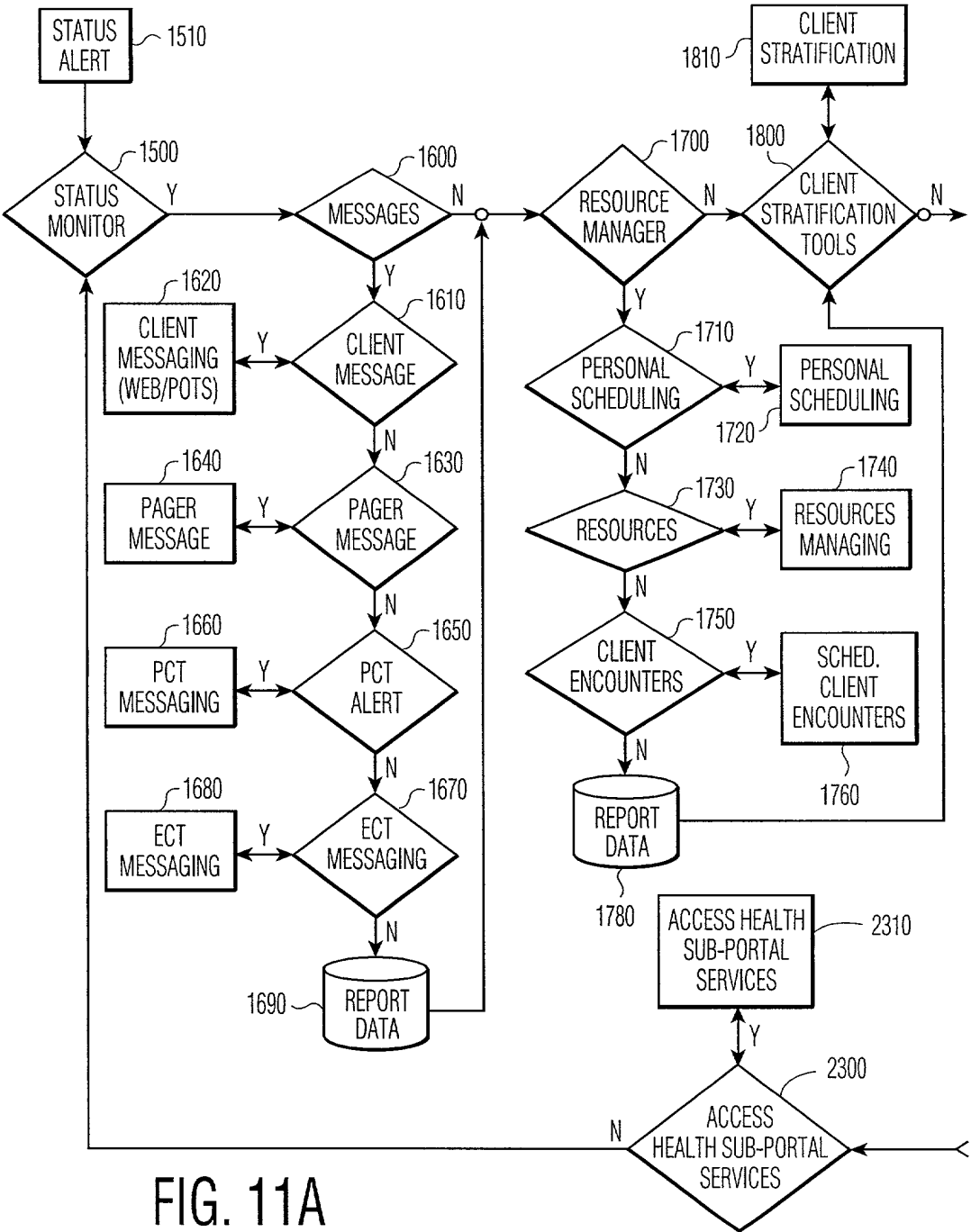


FIG. 11A

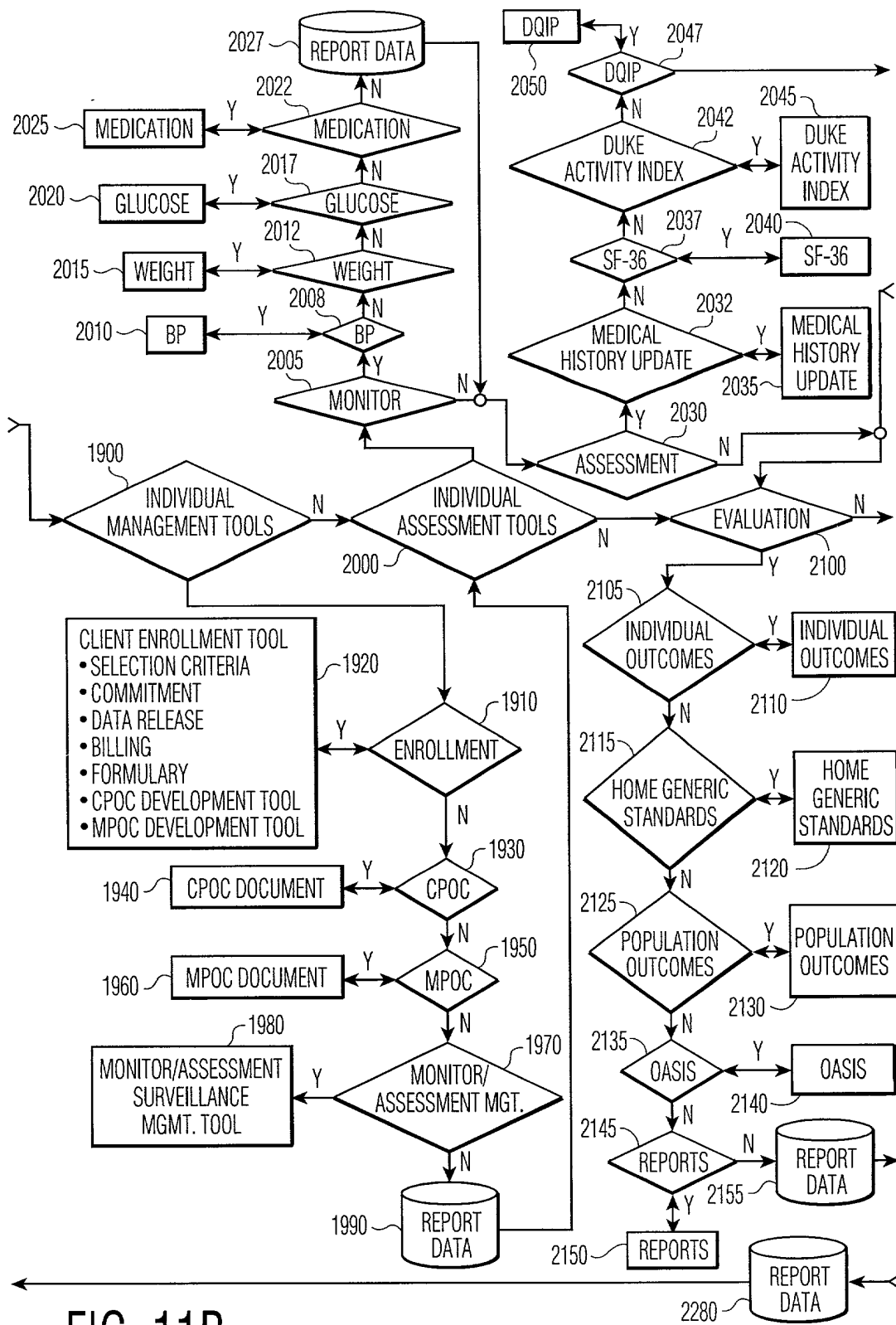


FIG. 11B

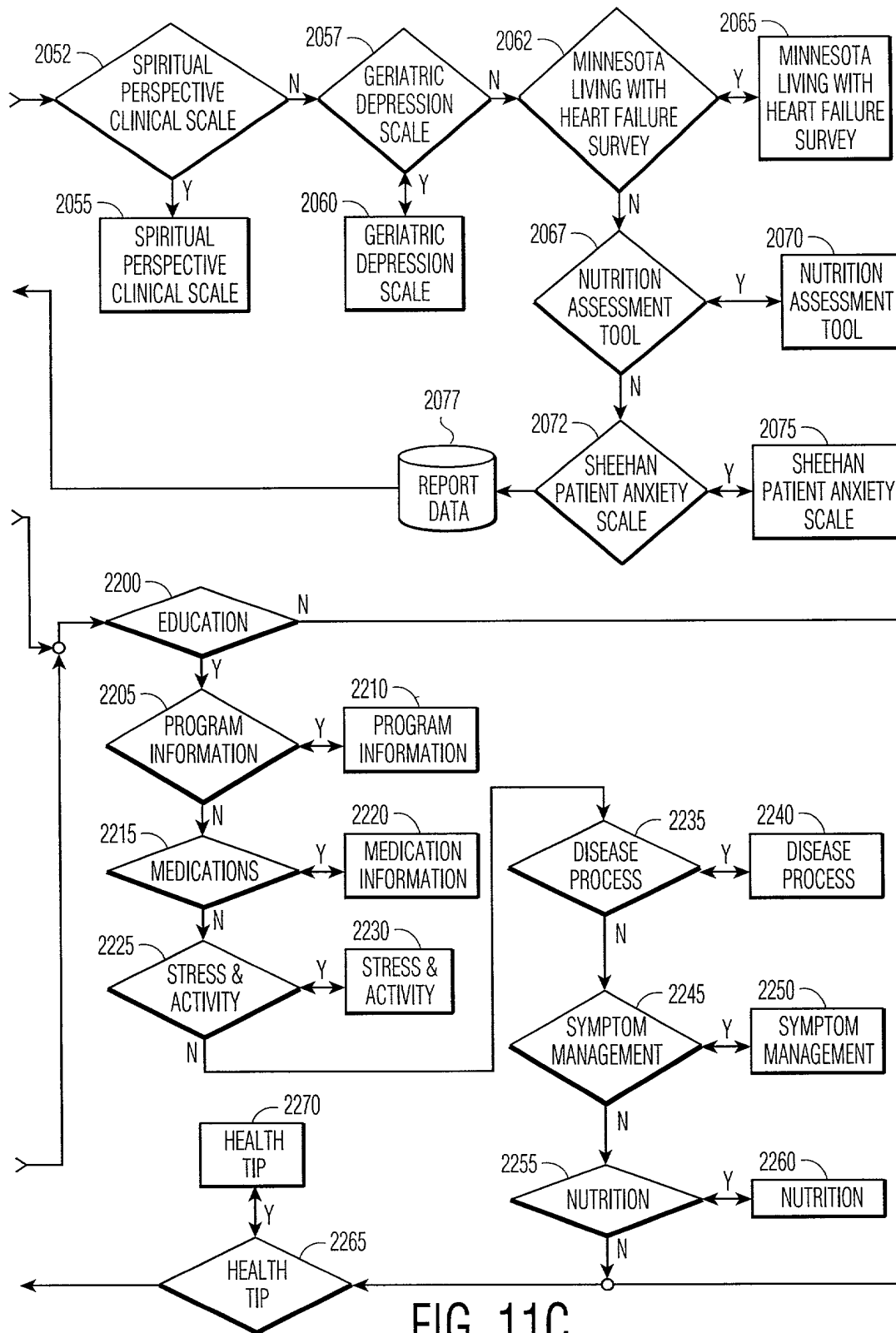


FIG. 11C

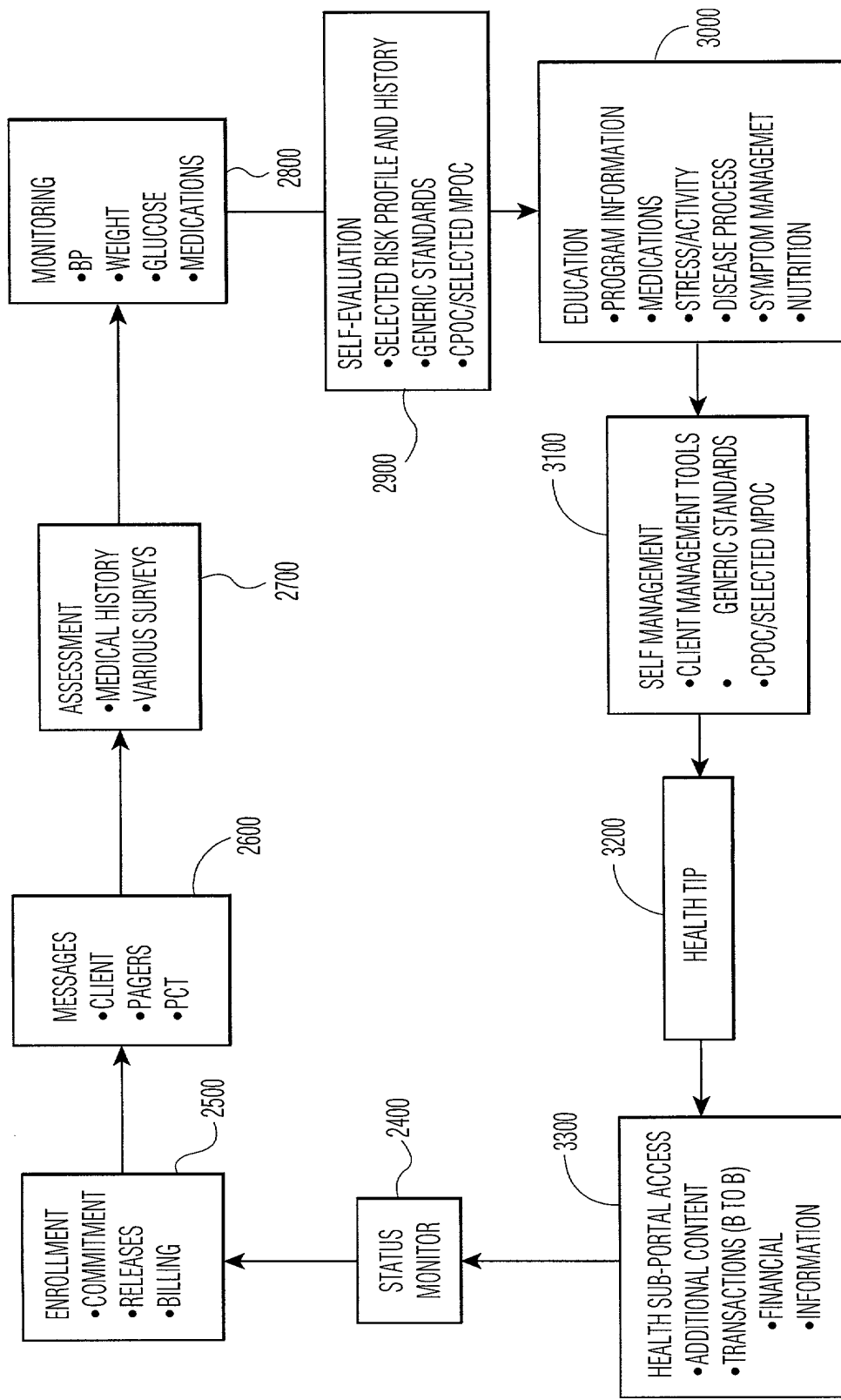


FIG. 12

FIG. 13A	FIG. 13B	FIG. 13C
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FIG. 13

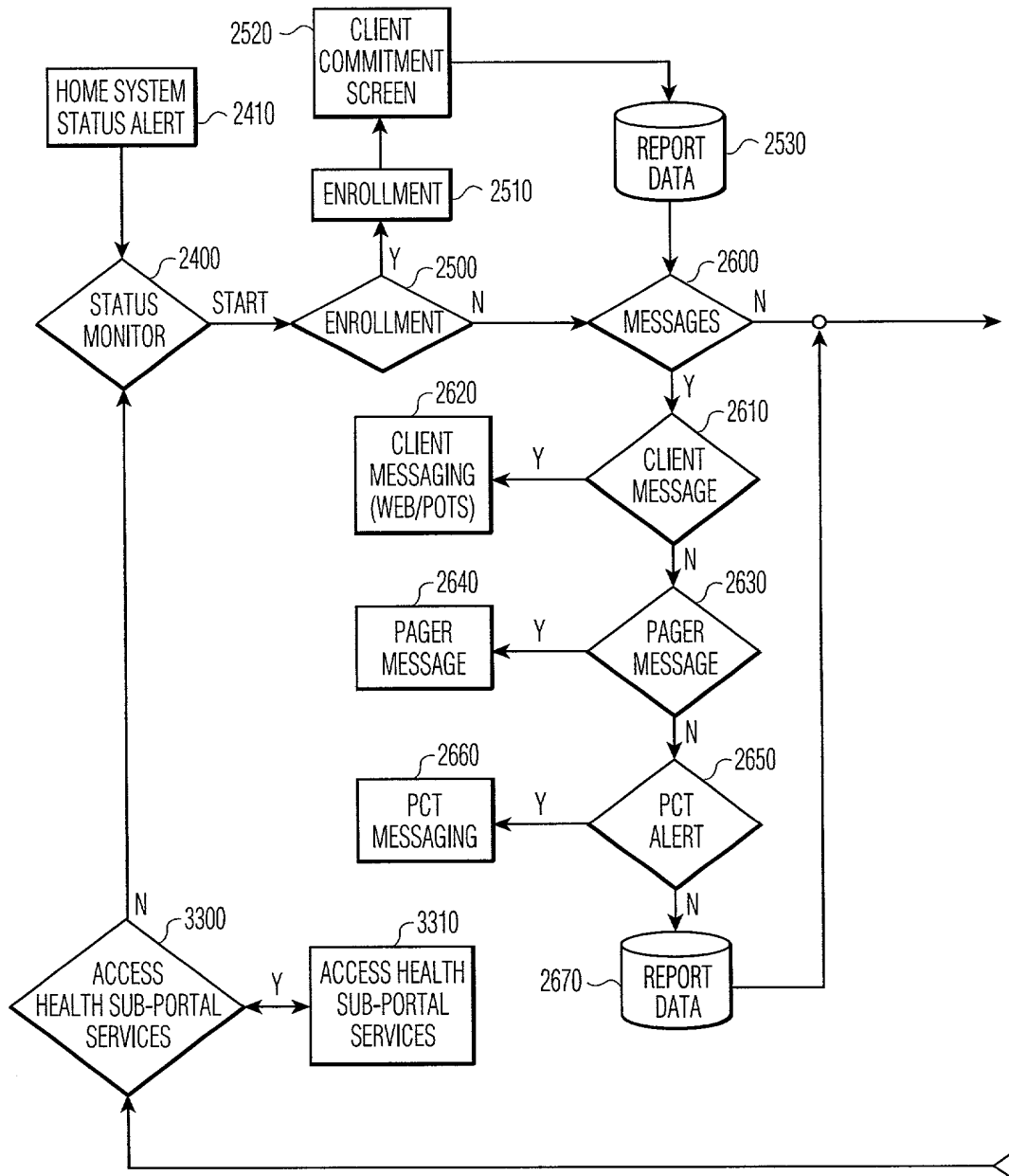


FIG. 13A

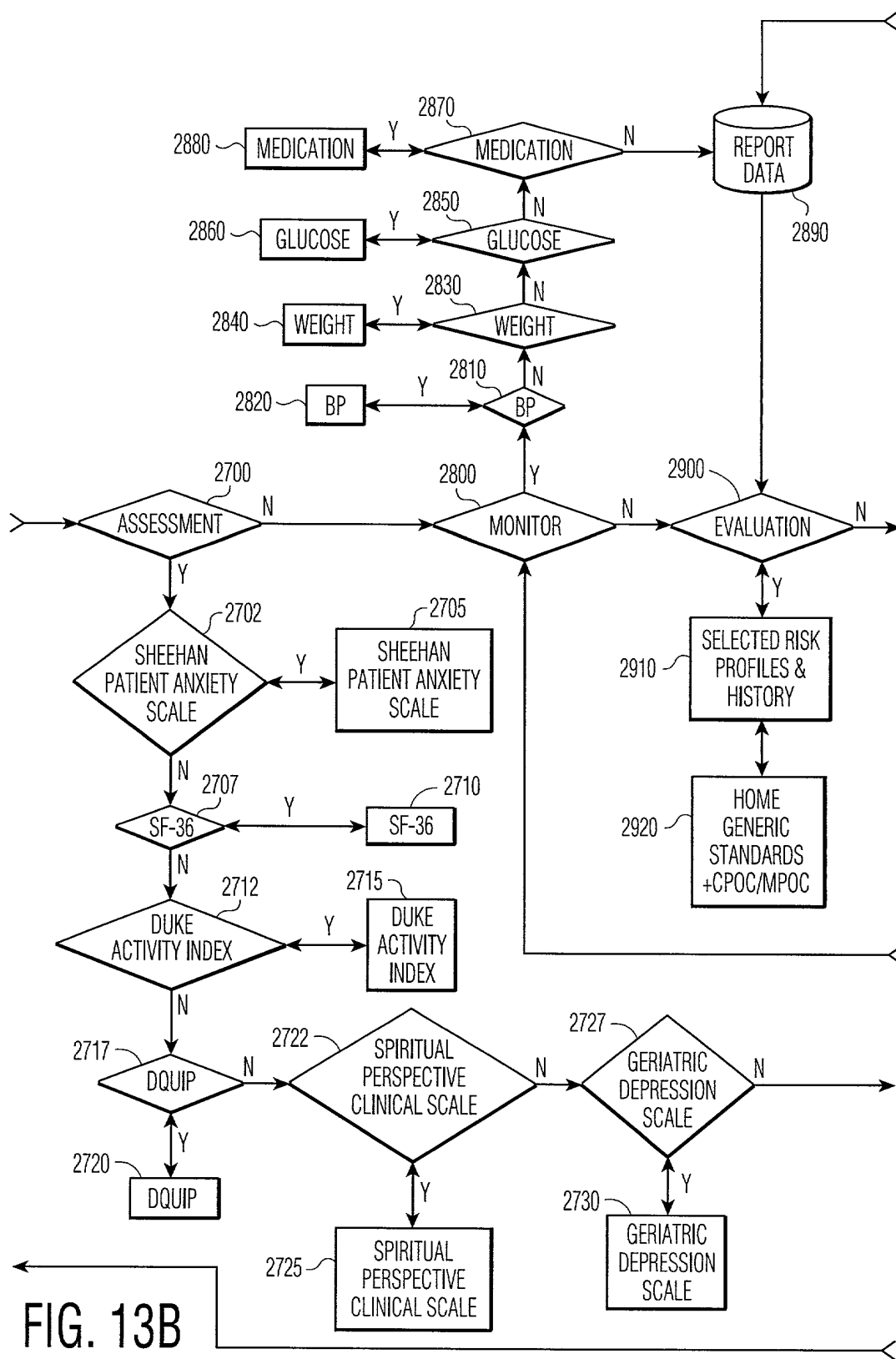


FIG. 13B

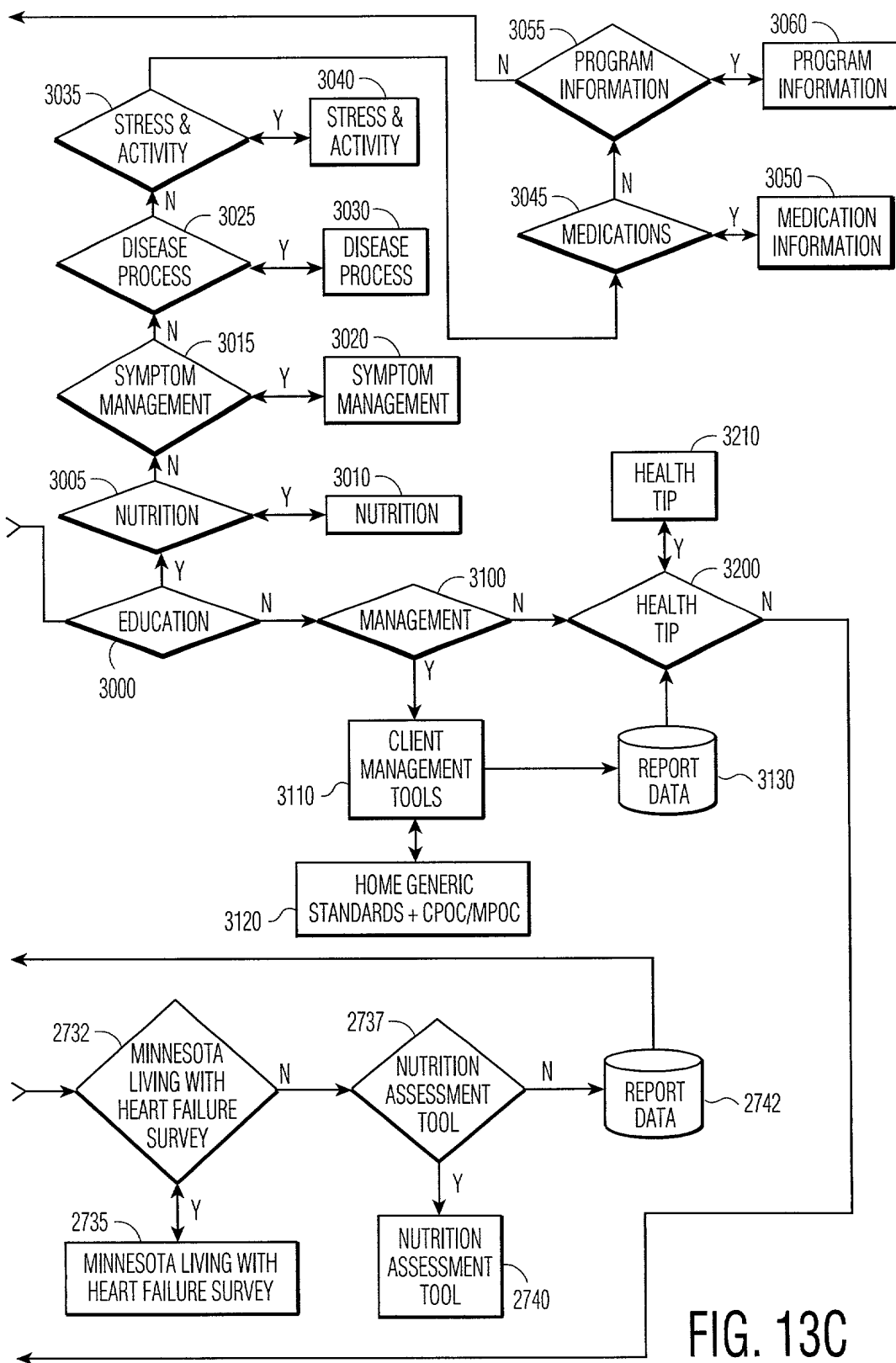


FIG. 13C